

PARKVIEW AUTOMATED SUPPORT™

GENERAL DESCRIPTION OF SERVICES

The provision of proactive hardware monitoring services using PPT monitoring tools to review the performance of the Customer's environment. It continuously monitors hardware health telemetry and system alerts, detects predefined fault conditions (e.g., drive failures, memory errors, thermal thresholds), and automatically generates a support ticket within PPT's incident management platform.

ParkView Automated Support™ is designed to work together with Park Place's Hardware Maintenance Services as an add-on to facilitate proactive resolution or faster reactive resolution through automated incident notification. Hardware Maintenance Services is a separate offer and is sold separately.

SERVICES AND DELIVERABLES

ParkView Automated Support™ is a lightweight, non-intrusive solution designed to run continuously on supported infrastructure with minimal system impact. It monitors hardware telemetry, system logs, and fault indicators in real time to detect issues such as drive failures, memory errors, and thermal anomalies ("Services"). ParkView Automated Support™ uses OEM-specific fault signatures and parsing logic to ensure accurate detection across a broad range of enterprise hardware. When a fault is identified, ParkView Automated Support™ automatically creates a detailed support ticket in PPT's incident management platform ("Deliverable"). Each ticket includes enriched diagnostic metadata, to enable Technical Support teams to quickly triage and respond.

PPT will respond to support tickets generated by ParkView Automated Support™ based on the Customer's contracted support level (e.g., 24x7x4, NBD) as outlined in the Order Schedule for the corresponding Covered System(s). Activities on the ticket are transparent to the Customer, which will have visibility to incident tickets, engineering notes and ticket progress through Central Park, PPT's customer portal. Credentials for access to Central Park will be provided to the Customer during the onboarding process.

ELIGIBILITY

ParkView Automated Support™ is available only for customers who have purchased this service for equipment which is under contractual support with Park Place during the applicable term.

RESPONSIBILITIES

The following set forth certain Customer responsibilities and PPT responsibilities under this service:

- Customer shall ensure that appropriate infrastructure with required network access is provisioned and maintained to facilitate the service.
- Customer shall provide required device configuration details e.g. hostname or IP address, authentication credentials, and contact for notifications.
- Customer will identify and maintain a contact to whom PPT will direct service notifications.
- PPT will maintain PPT's infrastructure to support reliability and functionality of the service.

EXCLUSIONS:

Without limitation, the following are not included in the Services under this agreement: remediation of any software-related issues related to the Covered Systems; customization of pre-defined thresholds for performance metrics; charges payable to third parties for any work associated with this Service but not performed by PPT; except where explicitly stated above, monitoring, management, maintenance or installation of software to any layer of the software stack above the operating system, e.g. middleware or applications; notification to any other maintenance or warranty provider:

OTHER INFORMATION

- All rights, title, and interest in PPT's monitoring tools remain the exclusive property of PPT. Any feedback or suggestions provided by the Customer may be used by PPT without obligation.
- The ParkView Automated Support™ monitoring tool requires no access to customer workload data. Only system health telemetry and fault logs are collected.
- The ParkView Automated Support™ monitoring tool is provided "as-is". PPT makes no warranties regarding uninterrupted or error-free operation. Without limitation, PPT will not be responsible for Service failures due to external events, including but not limited to faults undetected due to agent misconfiguration, blocked connectivity, or delayed ticket creation due to customer-side network issues or disabled agents.